



POWER-LINK: Technical Support Security Program

In all cases, Paying Tech Support Customers receive priority assistance over non-paying users of Power-Link.

Ongoing Tech Support Need

Because Power-Link becomes an integral part of daily traffic routines, client stations rely on its dependable daily operation to create, transfer, and reconcile schedules. We're committed to supplying advice, solutions and software upgrades to meet our clients' changing needs. With the possibility of ongoing user questions, year changes, savings time changes, station format/ownership changes, automation & traffic brand changes, Power-Link Tech Support will give priority support to paying tech support clients.

Training

Tech Support is there to train in the beginning and when personnel changes occur. Tech Support clients also get assistance in training vacation fill in personnel.

Scheduling Schemes & Assistance

Power-Link Tech Support deals with many clients with all types of scheduling demands and we help users find creative ways to meet their scheduling challenges. Our Tech Support team uses this experience and acquired knowledge for the benefit of all. We have first hand experience and insight into methods that work.

Power-Link assists in every way possible and often this means helping out when network failures occur. When a client's in house network goes down, Power-Link is often called upon to assist users in continuing their work and we frequently walk the user through other methods to transfer and retrieve data from the traffic/digital playback systems.

Software Upgrades & Updated Manuals

From time to time the actual traffic system or digital playback system software will have changes that affect Power-Link. These changes are kept up with, and your Power-Link software is appropriately upgraded. All documentation that applies to the changes is updated.

System, OS, & Hardware Changes

When a client changes traffic or digital playback systems, Tech Support makes the adaptations in the system where Power-Link is effected. Power-Link is developing Windows* based software to remain in step with potential changes away from MS-DOS* based traffic and automation systems. Finally, when a client upgrades to faster computers, Tech Support is there to assist in transferring Power-Link to the new computer.

Tech Support Provisions

Unlimited telephone support is free for the first 60 days following purchase and installation. Tech Support is typically available 24 hours but is guaranteed to be available until 8pm Eastern Time, Monday through Friday. After 60 days, available on a pay per call basis or via our **Power-Link Total Support Plan**.